

## **Human Resources Operations Manager**

### **DEFINITION**

To organize, direct, manage and supervise the activities of the Human Resources Operations Division within the Human Resources Department, including employee and labor relations, equal opportunity employment, recruitment and selection, classification and compensation, development and administration of policies and procedures; and to provide highly complex staff assistance to the Assistant Director of Human Resources.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Assistant Director of Human Resources.

Exercises direct supervision over assigned management, supervisory, professional, technical and clerical personnel.

### **ESSENTIAL FUNCTIONS** – Functions may include, but are not limited to, the following:

Plan, organize and direct Human Resources Operations Division activities including employee and labor relations, equal opportunity employment, recruitment and selection, classification and compensation, development and administration of policies and procedures.

Direct, oversee and participate in the development of the Human Resources Operation Division work plan; assign work activities, projects and programs; monitor work-flow; review and evaluate work products, methods and procedures.

Assist in the development and implementation of divisional goals, objectives, policies and procedures

Analyze and develop recommendations on a wide range of human resources related issues.

Monitor and analyze laws and pending legislation which impact city operations.

Participate in labor negotiation activities by conducting studies and analyses related to current and potential benefits and compensation plan structures.

Assist in the preparation of the Human Resources Department budget; assists in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer approved budget.

### EXAMPLES OF ESSENTIAL FUNCTIONS

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Division.

Research and prepare technical and administrative reports; prepare written correspondence including city council agenda items, reports, proposals, contracts, publication, correspondence, charts and tables.

Serves as resource to City supervisors and managers; interpret human resources rules and regulations, bargaining agreements and benefit policies; advise operating departments as necessary on a variety of human resources issues.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance to City staff as necessary

Oversee and manage Human Resources Information Systems (HRIS) activities; plan and implement systems enhancements; recommend automation strategies, work with staff and other departments to ensure user needs are met.

Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of public personnel management including recruitment/selection, classification, salary administration.

Fundamentals of training and development, benefits, risk management, labor relations and employee safety.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws.

Modern office procedures and computer equipment.

Knowledge of:

Human Resources Information Systems (HRIS).

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve division related issues; remember various rules and procedures; and explain and interpret policy.

Organize and direct the Human Resources Operations Division

Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion

Interpret and apply City and department policies, procedures, rules and regulations.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Communicate clearly and concisely, both orally and in writing

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner. .

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in human resources management, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public or business administration, human resources management or a related field.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time, intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 15 pounds or less. See in the normal vision range with or without correction to read typical business documents, computer screens, and other material; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices, meeting, or performing field inspections. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

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